

## THE WAY WE DO BUSINESS HAS FOUND A NEW MODE OF OPERATION



Microsoft **TEAMS**



Cisco **WebEx**



**ZOOM.us**

- Business Environment & Culture has changed dramatically
- Introduction of the SARS-CoV-2
- Onset of the COVID-19 Pandemic
- Introduction of a new social variable in the workplace
- Created a need for new tools to conduct business
- Still maintain a high level of feedback & feedforward
- Track and maintain progress on projects and reports
- Find new opportunities to improve the business model

## UNDERSTAND THAT WHEN YOU JOIN A MEETING, YOU ARE STEPPING ON-STAGE

- Treat each Virtual Meeting or Event like you are performing live on stage at a binocular convention.
- Virtual Meeting & Event attendance can range between 2 - 10,000 people.
- Most Meetings & Events are recorded for records, processing, transcription or to be archived.
- Many Virtual Meetings & Events can be streamed on-line with little notification.
- Much of our audience can be members of the public for Commission Meetings or Bid Openings.
- Make time before or after a Virtual Meeting or Event to “Sandbox” within the software and familiarize yourself with the controls.



*You don't want to be like this reporter – he thought no one would be able to see that he was not wearing pants, but the camera angle was wide enough that his bare legs were visible.*

## BE AWARE OF YOUR SURROUNDINGS, BOTH INSIDE THE WORKSPACE, AND OUT

- Find a comfortable space with good lighting and maybe good sound-proofing.
- Look out for objects that might cause microphone distractions; like fans, desk toys, robot vacuums, or x-tra squeaky dog toys.
- Take a minute to assess your surroundings to get an understanding of possible future issues.
- Be mindful of your words and what you are trying to saying.
- Be aware of inappropriate language, like swearing or curse words.
- Be mindful of what you are wearing, both on camera and off.
- Be mindful of what the camera **CANNOT** see.

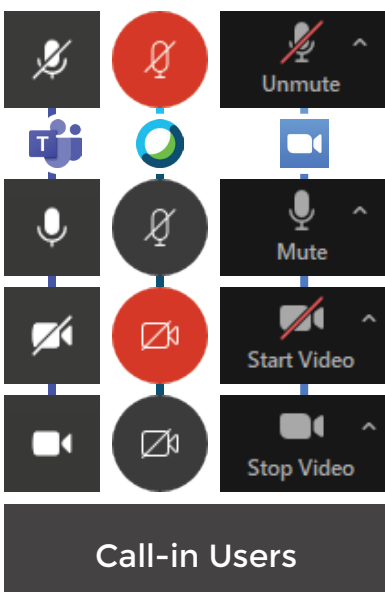
## BE CONSIDERATE, AND THINK OF THE OTHERS ON YOUR MEETING



Fourteen (14) member WebEx Commission Meeting

- Computer microphones are generally pretty sensitive. When a microphone is active, it generally picks up any an all sound in a room, including lip smacking and toe tapping.
- Keep your microphone muted during a Virtual Meeting or Event if you are not actively speaking or talking.
- This is also recommended even if you do no think you are making any noise that is audible. Chances are someone can hear what sound is being made.
- Periodically check to make sure that you are muted, as a courtesy to others in the Virtual Meeting or Event.
- When a microphone picks up noise in a room, the meeting video feed usually changes to the person making noise, as the Virtual Meeting & Event software understands this as someone trying to talk.
- Join a Virtual Meeting or Event as early as you possibly can, even if you think everything will work just fine when you log in. Chances are you could encounter an error one of these days.
- Actively follow the lead of the Chair or Host of the Virtual Meeting or Event.
- Pay careful attention to any an all special instructions as part of the Virtual Meeting or Event.
- Remember that some people might be joining the Virtual Meeting or Event by telephone only and cannot actively see what is being presented as content. Make sure to have any resources distributed and make sure to use Roll Call when voting on an Action Item.

## UNDERSTANDING THE MAIN AND MOST COMMON VIRTUAL MEETING CONTROLS



**MICROPHONE IS TURNED OFF / MUTED:** Both ZOOM and WebEx use red icons to indicated a muted microphone. TEAMS uses a microphone symbol with a slash mark to indicate a muted microphone.

**MICROPHONE IS TURNED ON / LISTENING:** Both ZOOM and TEAMS use an unmarked microphone symbol to indicate a live microphone. WebEx uses the same slashed microphone symbol, but turned black to indicate a live microphone.

**CAMERA IS TURNED OFF / HIDDEN:** Both ZOOM and WebEx use red icons to indicated a hidden or disabled camera. TEAMS uses a camera symbol with a slash mark to indicate a hidden or disabled camera.

**CAMERA IS TURNED ON / LIVE:** Both ZOOM and TEAMS use an unmarked camera symbol to indicate a live camera. WebEx uses the same slashed camera symbol, but turned black to indicate a live camera.

**CALL-IN / TELEPHONE USERS:** Both ZOOM and WebEx use dial commands to allow Call-In attendees to participate without having to be logged in with a computer. To raise your hand in: **WEBEX = \*3** - **ZOOM = \*9**.